

Consumer Sentinel Network Tip Sheet

1. Your Consumer Sentinel Network username and password have **NOT** changed.
2. Previously saved Alerts and Auto Queries will **NOT** be deleted or altered.
3. At the Log In page, ensure that for Authentication Source, you have selected **“Consumer Sentinel Network”** (this is the default).
4. The links (or navigation globes) that were on the left side of the **“Welcome to the Consumer Sentinel Network”** page can now be found by clicking on the **“My Communities”** tab at the top left corner of the page. Where viewable, use the **“My Communities”** tab to navigate in the Consumer Sentinel Network. Also, the header and footer navigation links have been removed.
5. Previously saved favorite pages (or bookmarks) for the Consumer Sentinel Network website will not work. Please save new favorites/bookmarks for your frequently viewed Consumer Sentinel Network pages.
6. When accessing certain Consumer Sentinel Network functions, you may see an **“Enter Network Password”** pop-up box. Please use your Consumer Sentinel Network username and password.
7. The Consumer Sentinel Network now has an inactive session timeout of 20 minutes. If you do not use the Consumer Sentinel Network (e.g., click on a link) within 20 minutes, you will be logged off. (Note – moving your mouse or pointer does not count as activity.) After 15 minutes of inactivity, you will be prompted that your session is about to time out (clicking “Okay” will start the clock on another 20 minutes).
8. You cannot log in to the Consumer Sentinel Network multiple times concurrently. If you try to do so, you will be automatically logged off the earlier session, and all of your data will be lost.
9. Clicking on **“My Home”** at the top left side of the page will take you back to the **“Welcome to the Consumer Sentinel Network”** page.
10. You may need to allow pop-ups for the Consumer Sentinel Network website in order to view all of the pages.
11. Clicking on the **“Related Communities”** tab will show you the same list of choices that can be found under the **“My Communities”** tab.
12. Under the **“My Communities”** tab, the **“Join Communities,” “Unsubscribe Communities,”** and **“Edit Portal Preferences”** functions have been disabled.

If you experience problems accessing or using the Consumer Sentinel Network, please email sentinel@ftc.gov or call 1-877-701-9595.